

## OCTOBER HOLIDAY NOTICE

McDonald Army Health Center (MCAHC) will be closed on Friday, 8 October, in conjunction with the installation training holiday. MCAHC staff will receive mandatory training on this date, and all services will be closed.

On Saturday, 9 October, the Main Pharmacy will be open from 0800-1200 and 1300-1700. The Refill Pharmacy will be open from 1000-1400. Appointments will be available in Family Health and Pediatrics from 0800-1700. To schedule, call the Hampton Roads Appointment Center at 1-866-645-4584.

All services will be closed on Monday, 11 October, in observance of the Federal Holiday, Columbus Day. Patients needing acute care should call the Hampton Roads Appointment Center (above).

Patients with emergencies (such as life, limb, or sight), should dial 911 or report to the closest Emergency room.



### Pediatrics is Growing in Leaps and Bounds

Children are a high priority at MCAHC. We have hired new providers and are expanding the size of the clinic.

Enroll now by visiting the TRICARE Service Center Monday through Friday from 0730 to 1630 or go to

[www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)

## TRICARE PRIME ACCESS STANDARDS

**Emergency Care**—If you require emergency care, go to the nearest emergency room or call 911.

**Acute/Urgent Care**— To be seen within 24 hours. If you require an acute or urgent care appointment (earache, high fever, etc), the Military Treatment Facility (MTF) must provide you an appointment within 24 hours at either the MTF or with a civilian provider through a referral.

**Routine Care**— To be seen within 7 days. If you require an appointment for routine care (flu, colds, allergies, check-ups, etc), the MTF must provide you an appointment within 7 days.

**Specialty Care**— To be seen within 28 days. If you require an appointment for specialty care (cardiology, orthopedics, podiatry, etc), the MTF must provide you an appointment within 28 days.

**Wellness Care**—To be seen within 28 days. If you require an appointment for a wellness visit, (mammogram, pap smear, physical, health maintenance, etc), the MTF must provide you an appointment within 28 days.



## McDonald Army Health Center Information



The Center of Excellence for Primary Care and Surgical Services in our Community

For Appointments call  
1-866-645-4584 or Visit Us  
Online At:  
[www.mcdonald.narmc.amedd.army.mil](http://www.mcdonald.narmc.amedd.army.mil)



## Digital Mammograms Available at MCAHC

One of the most recent advances in mammography is digital mammography. Digital (computerized) mammography is similar to standard mammography in that x-rays are used to produce detailed images of the breast. Digital mammography uses essentially the same mammography system as conventional mammography, but the system is equipped with a digital receptor and a computer instead of a film cassette. Several studies have demonstrated that digital mammography is at least as accurate as standard mammography.

Digital spot view mammography allows faster and more accurate stereotactic biopsy. This results in shorter examination times and significantly improved patient comfort and convenience since the time the patient must remain still is much shorter. With digital spot-view mammography, images are acquired digitally and displayed immediately on the system monitor. Spot-view digital systems have been approved by the U.S. Food and Drug Administration (FDA) for use in guiding breast biopsy. Traditional stereotactic biopsy requires a mammogram film be exposed, developed and then reviewed, greatly increasing the time before the breast biopsy can be completed.

**To schedule your mammogram call  
Radiology at 314-7745 and choose  
Option #1.**

### TRICARE-ON-LINE (TOL)

TRICARE online was designed to meet the needs of beneficiaries for greater access to appointing plus convenience! TOL is available 24/7 from any personal computer. Save time and frustration by registering today! Schedule online routine and follow-up appointments today! Go to [www.tricareonline.com](http://www.tricareonline.com)

## TRICARE PHARMACY HOME DELIVERY!

The TRICARE Pharmacy Program is available to all TRICARE-eligible beneficiaries in the Defense Enrollment Eligibility Reporting System (DEERS).

Prescriptions generally arrive within 10-14 days from date of order. If using the home delivery system for the first time, it is recommended to have at least a 30-day supply on hand to ensure you receive your first prescription before your current supply runs out.

Options for selecting home delivery are as follows:

- Register by mail, phone (1-877-363-1303)
- Register online: [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)
- Download and fill out delivery form at <http://express-scripts.com/TRICARE/docs/> and send with prescriptions and check, money order or credit card number to: Express Scripts, Inc., P.O. Box 52150, Phoenix, AZ 85072
- Your Physician can fax new scripts to Express Scripts (1-877-895-1900)

Beneficiaries can order up to a 90-day supply of medications when using the Pharmacy home delivery system. Copayments are \$3 for generic medications, \$9 for formulary brands, and \$22 for non-formulary medications (90 day supply). Prescriptions are delivered to your home. One of the most convenient features of this service is refills are automatically mailed directly to the user. Refills can be easily requested by mail, phone, online, or by signing up for automatic refills. To save both time and effort for the beneficiary, new prescriptions are handled thru the Member Choice Center who contacts the Provider directly for the new script.

To pick up a copy of the TRICARE Pharmacy Program Handbook, visit your local TRICARE Service Center or ask your Pharmacy team at MCAHC.



## IMPROVED ACCESS TO CARE!

Access to care has been a topic of interest at military bases for the past two years.

One of the most voiced concerns from beneficiaries is the inability of patients to access care with their Primary Care Manager (PCM). Recognizing the importance of beneficiary concerns, MCAHC has established criteria for accessing care, designated resources and established an evaluation system to ensure progress.

Plans are in place to increase access in Primary Care Clinics for active-duty Soldiers, family members and retirees. The first clinic to see these enhancements will be the Pediatric Clinic.

Beginning in October, there will be eight pediatricians and one Pediatric nurse practitioner providing care in our expanded Pediatric Clinic. Enhancements will provide the opportunity to enroll additional PEDS patients. The patient should experience increased continuity and better access, extended hours for care; and new equipment.

"This initiative will improve access to Pediatric care and reduce reliance on emergency rooms at medical treatment or network facilities for routine health care needs," said COL Karen Gausman, Commander, MCAHC.

